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APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
09/800,854	03/07/2001	Travis Parry	10003552-1	5600

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HEWLETT-PACKARD COMPANY
Intellectual Property Administration
P.O. Box 272400
Fort Collins, CO 80527-2400

EXAMINER

ENG, GEORGE

ART UNIT	PAPER NUMBER
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2643

DATE MAILED: 02/10/2004

8

Please find below and/or attached an Office communication concerning this application or proceeding.

Office Action Summary

Application No.

09/800,854

Applicant(s)

PARRY, TRAVIS

Examiner

George Eng

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-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --

Period for Reply

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE 3 MONTH(S) FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If the period for reply specified above is less than thirty (30) days, a reply within the statutory minimum of thirty (30) days will be considered timely.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133). Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

Status

- 1) ☒ Responsive to communication(s) filed on 09 January 2004.
- 2a) ☐ This action is **FINAL**. 2b) ☒ This action is non-final.
- 3) ☐ Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

Disposition of Claims

- 4) ☒ Claim(s) 1,6,15,17 and 19-28 is/are pending in the application.
- 4a) Of the above claim(s) _____ is/are withdrawn from consideration.
- 5) ☐ Claim(s) _____ is/are allowed.
- 6) ☒ Claim(s) 1,6,15,17 and 19-28 is/are rejected.
- 7) ☐ Claim(s) _____ is/are objected to.
- 8) ☐ Claim(s) _____ are subject to restriction and/or election requirement.

Application Papers

- 9) ☐ The specification is objected to by the Examiner.
- 10) ☐ The drawing(s) filed on _____ is/are: a) ☐ accepted or b) ☐ objected to by the Examiner.
Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).
Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).
- 11) ☐ The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

Priority under 35 U.S.C. § 119

- 12) ☐ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).
- a) ☐ All b) ☐ Some * c) ☐ None of:
- ☐ Certified copies of the priority documents have been received.
 - ☐ Certified copies of the priority documents have been received in Application No. _____.
 - ☐ Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).
- * See the attached detailed Office action for a list of the certified copies not received.

Attachment(s)

- 1) ☒ Notice of References Cited (PTO-892)
- 2) ☐ Notice of Draftsperson's Patent Drawing Review (PTO-948)
- 3) ☐ Information Disclosure Statement(s) (PTO-1449 or PTO/SB/08)
Paper No(s)/Mail Date _____
- 4) ☐ Interview Summary (PTO-413)
Paper No(s)/Mail Date. _____
- 5) ☐ Notice of Informal Patent Application (PTO-152)
- 6) ☐ Other: _____

DETAILED ACTION

Continued Examination Under 37 CFR 1.114

1. A request for continued examination under 37 CFR 1.114, including the fee set forth in 37 CFR 1.17(e), was filed in this application after final rejection. Since this application is eligible for continued examination under 37 CFR 1.114, and the fee set forth in 37 CFR 1.17(e) has been timely paid, the finality of the previous Office action has been withdrawn pursuant to 37 CFR 1.114. Applicant's submission filed on 1/9/2004 (paper no. 7) has been entered.

Response to Amendment

2. This Office action is in response to the amendment filed 11/21/2003 (paper no. 5).

Claim Objections

3. Claims 1 and 6 are objected to because of the following informalities: claim 1, line 5, "a customer support representative" should be --the customer support representative--, and lines 12-13, "the customer service representative" should be --the customer support representative-- in order to unify the claimed limitation; and claim 6, line 1, "claim 5" should be --claim 1-- because claim 5 has been canceled. Appropriate correction is required.

Claim Rejections - 35 USC § 103

4. The following is a quotation of 35 U.S.C. 103(a) which forms the basis for all obviousness rejections set forth in this Office action:

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(a) A patent may not be obtained though the invention is not identically disclosed or described as set forth in section 102 of this title, if the differences between the subject matter sought to be patented and the prior art are such that the subject matter as a whole would have been obvious at the time the invention was made to a person having ordinary skill in the art to which said subject matter pertains. Patentability shall not be negated by the manner in which the invention was made.

5. Claims 1, 6 and 21-22 are rejected under 35 U.S.C. 103(a) as being unpatentable over Kocis et al. (US PAT. 5,854,828 hereinafter Kocis) in view of Grossi et al. (US PAT. 5,604,341 hereinafter Grossi).

Regarding claim 1, Kocis teaches a method for providing customer support to a peripheral device, i.e., a user computer, comprising the steps of receiving a request from a user to contact a customer support representative with a customer support unit, i.e., a telephone, when the peripheral device has a problem (col. 4 line 65 through col. 5 line 1), establishing a communication link (16, figure 1) between the customer support representative and the user with the customer support unit (col. 2 lines 35-44), transmitting audio communications between the customer support representative to the user while the user is at the peripheral device via the customer support unit (col. 3 lines 4-22 and col. 5 lines 9-22), and presenting status and setting information from the peripheral device to the customer support representative while the communication link is active to enable the customer support representative to consult the user as to how the user can correct the problem with the peripheral device (col. 3 lines 23-53 and col. 5 lines 23-34). Kocis differs from the claimed invention in not specifically teaching the customer unit integrated with the peripheral device, wherein the customer support unit capable of performing audio and video communications. However, Grossi teaches to integrate a peripheral device, i.e., an ATM machine, with a customer support unit, i.e., video conferencing unit, to hold a video conferencing with a customer support representative in order to extend the capabilities of

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the peripheral by adding or integrating with the customer support unit (col. 2 line 23 through col. 3 line 7). Kocis and Grossi are combinable because they are in the same field of endeavor, i.e., establishing a communication between customer support representative and user. Therefore, it would have been obvious to a person of ordinary skill in the art at the time the invention was made to modify Kocis in integrating the customer support unit with the peripheral device for performing audio and video communications, as per teaching of Grossi, in order to extend the capabilities of the equipment by adding or integrating with the customer support unit.

Regarding claims 6, Kocis teaches the step of permitting the customer support representative to change setting of the peripheral device while the communication link is active so that the user can confirm that the problem has been corrected before breaking contact with the customer service representative (col. 3 lines 23-53 and col. 5 lines 23-34).

Regarding claim 21, the limitations of the claim are rejected as the same reasons set forth in claim 1.

Regarding claim 22, Grossi teaches transmit communications of the customer support representative comprising the steps of transmitting audio and video data of the customer support representative to the customer support unit, while the user is at the equipment (col. 2 line 58 through col. 3 line 7).

6. Claims 15, 17, 19 and 20 are rejected under 35 U.S.C. 103(a) as being unpatentable over Roztocil (GB 2,288,100A) in view of Lee US PAT. 6,542,897 hereinafter Lee) and Grossi et al. (US PAT. 5,604,341 hereinafter Grossi).

Regarding claim 15, Roztocil discloses a system for providing customer support to a user of a peripheral device (12, figure 2) comprising an internal computer (14, figure 2) functioning as a web server module of the peripheral device that is adapted to collect information as to the status and settings of the peripheral device (page 5 lines 1-13), a customer support unit, i.e., a telephone (90, figure 2), that is adapted to be electrically connected to the peripheral device, the customer support unit comprising a speaker that is adapted to present voice data of a customer support representative to the user and a microphone that are adapted to capture voice data of the user (page 8 lines 23-34), and network interface devices that are adapted to transmit and receive communications between the user and the customer service representative across a network (page 5 line 24 through page 7 line 11). Roztocil differs from the claimed invention in not specifically teaching the web server module of the peripheral that is adapted to generate web pages containing the status and setting information. However, Lee teaches a customer support system using an Internet having a user computer including Internet communications means that can be connected to the customer support server through Internet (abstract) and a customer support engine for generating web pages containing status and setting information of the peripheral device (col. 4 line 50 through col. 5 line 22), thereby enhancing customer support service quality of a consumer products while saving after-service cost. Therefore, it would have been obvious to a person of ordinary skill in the art at the time the invention was made to modify Roztocil in having the web server module of the peripheral that is adapted to generate web pages containing the status and setting information, as per teaching of Lee, in order to enhance customer support service quality of a consumer products while saving after-service cost. Furthermore, neither Roztocil nor Lee specifically teaches the customer unit integrated with the

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peripheral device, wherein the customer support unit comprises a display that is adapted to present video data of the customer support representative and video camera that is adapted to capture video data of the user in order to perform audio and video communications. However, Grossi teaches to integrate a peripheral device, i.e., an ATM machine, with a customer support unit, i.e., video conferencing unit, to hold a video conferencing with a customer support representative in order to extend the capabilities of the peripheral by adding or integrating with the customer support unit (col. 2 line 23 through col. 3 line 7). Therefore, it would have been obvious to a person of ordinary skill in the art at the time the invention was made to modify the combination of Roztocil and Lee in integrating the customer support unit with the peripheral device for performing audio and video communications, as per teaching of Grossi, in order to extend the capabilities of the equipment by adding or integrating with the customer support unit.

Regarding claim 17, Roztocil discloses the network interface devices include a modem (figure 2) adapted to transmit and receive communications, as well as Lee (figure 1).

Regarding claim 19, Roztocil teaches a communication module (90, figure 1) for facilitating communications between the system and a customer support representative (col. 8 lines 23-34), as well as Grossi (col. 2 line 58 through col. 3 line 7).

Regarding claim 20, Roztocil discloses a printer (12, figure 2) adapted for electrical connection with a peripheral device (90, figure 2) comprising an internal computer (14, figure 2) functioning as a server module for collecting information as to the status and setting of the printer (page 5 lines 1-13), a speaker configured to present audio data of a customer support representative to a user and a microphone configured to capture audio data of the user. Roztocil differs from the claimed invention in not specifically teaching the web server module of the

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peripheral that is adapted to generate web pages containing the status and setting information. However, Lee teaches a customer support system using an Internet having a user computer including Internet communications means that can be connected to the customer support server through Internet (abstract) and a customer support engine for generating web pages containing status and setting information of the peripheral device (col. 4 line 50 through col. 5 line 22), thereby enhances customer support service quality of a consumer products while saving after-service cost. Therefore, it would have been obvious to a person of ordinary skill in the art at the time the invention was made to modify Roztocil in having the web server module of the peripheral that is adapted to generate web pages containing the status and setting information, as per teaching of Lee, in order to enhance customer support service quality of a consumer products while saving after-service cost. Furthermore, neither Roztocil nor Lee specifically teaches the a display configured to present video data of the customer support representative and a video camera configured to capture video data of the user. However, Grossi teaches to integrate an equipment with a videoconferencing unit including a camera, to hold a video conferencing with a customer support representative in order to extend the capabilities of the equipment (col. 2 line 23 through col. 3 line 7). Therefore, it would have been obvious to a person of ordinary skill in the art at the time the invention was made to modify the combination of Roztocil and Lee in having the display to present video data of the customer support representative and a video camera configured to capture video data of the user, as per teaching of Grossi, in order to allows customer to establish a video conference with the customer support representative, thereby makes user friendly.

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7. Claims 23-24 are rejected under 35 U.S.C. 103(a) as being unpatentable over Kocis et al. (US PAT. 5,854,828 hereinafter Kocis) in view of Grossi et al. (US PAT. 5,604,341 hereinafter Grossi) as applied in claim 21 above, and further in view of Houghton et al. (US PAT. 6,009,153 hereinafter Houghton).

Regarding claim 23, the combination of Kocis and Grossi differs from the claimed invention in not specifically teaching to provide configuration information comprising posting the configuration information to a web page using an embedded web server of the peripheral device. However, Houghton discloses a customer support method comprising the step of providing configuration information from a configuration server (10, figure 1) comprising posting configuration information to a IP address, i.e., a web page, using a programmable controller (140, figure 2), read as an embedded web server of the peripheral device (col. 5 line 30 through col. 7 line 5 and col. 9 lines 46-67). Therefore, it would have been obvious to a person of ordinary skill in the art at the time the invention was made to modify the combination of Kocis and Grossi in having the web server module for providing information comprising posting the configuration information to the web page using the embedded web server of the peripheral device, as per teaching of Houghton, because it makes user friendly so that it provides enhanced programming ease for a user of the peripheral device.

Regarding claim 24, Houghton teaches to permit the customer support representative to change a setting on the peripheral device remotely (col. 6 lines 55-65).

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8. Claims 25-26 are rejected under 35 U.S.C. 103(a) as being unpatentable over Houghton et al. (US PAT. 6,009,153 hereinafter Houghton) in view of Kocis et al. (US PAT. 5,854,828 hereinafter Kocis).

Regarding claim 25, Houghton discloses a peripheral device (5, figure 2) comprising a scanner (100, figure 2) and a programming controller (140, figure 2) read as an embedded web server configured to collect and post peripheral device configuration information, a customer support unit (20, figure 1) comprising a microphone and a speaker, and network interface devices (125, figure 2) for enabling transmission of data between the user and the representative (col. 5 line 30 through col. 7 line 5 and col. 9 lines 46-67). Houghton differs from the claimed invention in not specifically teaching the customer support unit configured to facilitate communications between a peripheral device user at the peripheral device and a customer support representative. However, it is old and notoriously well known in the art of using the customer support unit configured to facilitate communications between a peripheral device user at the peripheral device and a customer support representative upon the peripheral device user's discovery a problem of the peripheral device, for example see Kocis (col. 4 line 64 through col.5 line 8) in order to transfer information directly to the customer support representative utilizing minimal hardware and without requiring additional phone lines. Therefore, it would have been obvious to a person of ordinary skill in the art at the time the invention was made to modify Houghton in having the customer support unit configured to facilitate communications between a peripheral device user at the peripheral device and a customer support representative, as per teaching of Kocis, in order to transfer information directly to the customer support representative utilizing minimal hardware and without requiring additional phone lines.

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Regarding claim 26, Houghton teaches the programmable controller configured to receive remote commands transmitted by the representative to change setting on the peripheral device (col. 6 line 55 through col. 7 line 5).

9. Claims 27-28 are rejected under 35 U.S.C. 103(a) as being unpatentable over Houghton et al. (US PAT. 6,009,153 hereinafter Houghton) in view of Kocis et al. (US PAT. 5,854,828 hereinafter Kocis) as applied in claim 25 above, and further in view of Grossi et al. (US PAT. 5,604,341 hereinafter Grossi).

Regarding claims 27-28, the combination of Houghton and Kocis differs from the claimed invention in not specifically teaching the customer support unit comprising a camera for collecting video data of the user and a display for displaying video data of the representatives. However, Grossi teaches to add a videoconferencing unit including a camera for a device to provide a customer support, wherein the videoconferencing unit further comprising a display for displaying video data of the representative (col. 2 line 23 through col. 3 line 7). Therefore, it would have been obvious to a person of ordinary skill in the art at the time the invention was made to modify the combination of Houghton and Kocis in having the display to present video data of the customer support representative and a video camera configured to capture video data of the user, as per teaching of Grossi, in order to allows customer to establish a video conference with the customer support representative, thereby makes user friendly.

Response to Arguments

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10. Applicant's arguments with respect to claims 1, 6, 15, 17 and 19-28 have been considered but are moot in view of the new ground(s) of rejection.

Conclusion

11. The prior art made of record and not relied upon is considered pertinent to applicant's disclosure. Jenneve et al. (US PAT. 6,075,846) discloses an unified system for exchanging data between a terminal and access means via a telephone network (abstract).

12. Any response to this action should be mailed to:

Commissioner of Patents and Trademarks

Washington D.C. 20231

Or faxed to:

(703) 872-9306 (for Technology Center 2600 only)

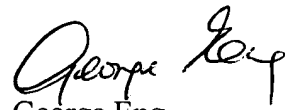
Hand delivered responses should be brought to Crystal Park II, 2121 Crystal Drive, Arlington, V.A., Sixth Floor (Receptionist).

13. Any inquiry concerning this communication or earlier communications from the examiner should be directed to George Eng whose telephone number is 703-308-9555. The examiner can normally be reached on Tuesday to Friday from 7:30 AM to 6:00 PM.

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Curtis A. Kuntz, can be reached on (703) 305-4870. The fax phone number for the organization where this application or proceeding is assigned is 703-308-6306.

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Any inquiry of a general nature or relating to the status of this application or proceeding should be directed to the receptionist whose telephone number is (703) 306-0377.


George Eng
Primary Examiner
Art Unit 2643